

## 700-805<sup>Q&As</sup>

Cisco Renewals Manager (CRM)

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**QUESTION 1**

When renewing a contract with a customer, which action is important?

- A. Start discussions once the contract has expired.
- B. Validate customers business needs.
- C. Do not offer any financing solutions.
- D. Propose only the most important part of the solution.

Correct Answer: A

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**QUESTION 2**

Which two actions can a partner or customer perform within CCW-R? (Choose two.)

- A. set up billing
- B. download hardware, software and services datasheets
- C. change Customer Address
- D. view and manage their contracts
- E. order new services

Correct Answer: CD

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**QUESTION 3**

Which statement is the most accurate description of the Health Index?

- A. a tool for service providers to determine what stage of the lifecycle to offering training solutions
- B. an ongoing measurement of customer sentiment
- C. a measurement tool for resolving specific product quality issues and adoption barriers
- D. an ongoing measurement of several key customer health indicators

Correct Answer: C

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**QUESTION 4**

Which strategy for successful renewal of service contracts calls for discussing changes in the network and identifying any uncovered add tons to the network?

- A. validate the customer's business needs
- B. focus on benefits
- C. lock in revenue streams through co-termination
- D. explore up sell opportunities

Correct Answer: D

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## QUESTION 5

An important Cisco customer has a large number of individual licenses for Cisco One in Enterprise Networking and engages many Webex users. The customer has expressed the intention to grow both groups and needs a compelling and simplified proposal.

Which Cisco offer represents the best value for the customer?

- A. Propose to migrate to perpetual model.
- B. Suggest as implied discount DSA with the total of licenses from each product Cisco One and Webex.
- C. Ask Cisco team to engage into a Smart Account or Enterprise Agreement and propose a creation of a Customer Success Plan.
- D. Prepare a Partner Branded Managed Service deal.

Correct Answer: C

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